

Keytrade Bank VISA Gold

‘Purchase Insurance’ insurance policy

Special conditions

1. Definitions

- **Vendor:** any trader offering the guaranteed sale of goods.
- **Insurer:** Inter Partner Assistance SA, an insurance company certified by the BNB under number 0487, with registered office at Boulevard du Régent 7 in 1000 Brussels - BE0415 591 055 – member of the AXA Group, hereinafter referred to as “AXA Assistance”.
- **Claim:** an event covered by this guarantee.
- **Accidental damage:** Any deterioration and/or total or partial destruction due to an unexpected external event that makes normal use impossible or hinders it.
- **Aggravated theft:** Breaking and entering, with physical assault or threats.

2. Guarantee

- If the insured has purchased new goods that are guaranteed by the credit card, the insurer will reimburse him/her for:
- the purchase price of the stolen goods, or
 - in case of accidental damage to the goods, the costs for repair of the damaged goods including transport costs for the repair, or
 - the goods purchase price if it is irreparable or if the repair costs exceed the purchase price for the latter.

In case of stolen goods, the guarantee shall only apply in the event of aggravated theft.

The guarantee shall apply to the extent that the aggravated theft or accidental damage occurs within 90 days as of the purchase of the insured goods.

The compensation shall be paid to the insured, including taxes, in euros, to the account number indicated in the insurance claim.

3. Insurance beneficiary

Is the holder of a Keytrade Bank VISA Gold card, legally residing in Belgium as a private individual, acting exclusively on a personal level and not within the framework of the performance of a professional or commercial activity, and who has paid in full the sums for the purchases concerned using the Keytrade Bank VISA Gold card.
The card holder is the natural person whose name is written on the card.

4. Insured

The insurance beneficiary (card holder) and his/her legal or de facto spouse if he or she lives at the same address, and the children (aged under 25), whether or not they legally reside with the insurance beneficiary.

5. Insured goods

All movable property purchased new by the insured and paid for in full using the credit card throughout the guarantee period.

If the insured goods are part of a set and following a claim they prove to be unusable or individually irreplaceable, the guarantee shall apply to the full set.

The following goods and claims shall be excluded from this guarantee:

- living animals;
- perishable goods and foodstuffs;
- drinks;
- plants;
- motor vehicles and their accessories and spare parts;
- jewellery and precious items such as: works of art, gold items and silver items of a value of at least €150;
- currency, shares, bonds, coupons, deeds and papers, along with securities of all kinds;

- digital data to be viewed or downloaded online (in particular MP3 files, photographs, software etc.);
- service provisions, including those consumed online;
- goods for professional use;
- goods for commercial use;
- goods purchased on an auction site;
- transport tickets.

The following goods and claims shall also be excluded from this guarantee:

- normal wear and tear or a defect that is typical for the type of goods;
- a manufacturing defect;
- damage due to not following the instructions or recommendations of the manufacturer or distributor concerning use of the guaranteed Goods;
- theft of or in a motor vehicle;
- transport of the insured goods.

6. Amount of compensation per claim and per year of insurance

Maximum €2,000 per insured, per claim and per consecutive 12-month period after the first claim. Shall be considered as one and the same claim: aggravated theft or accidental damage involving a set of insured goods.

Intervention threshold: The minimum purchase value per insured item is €50 including taxes. Compensation is limited to 2,000 euros per item and insurance year.

7. Exclusions

The following claim cases shall not be covered:

- normal wear and tear or a defect that is typical for the type of goods;
- a manufacturing defect;
- damage due to failure to follow the instructions of the manufacturer or distributor concerning use of the guaranteed goods;
- theft of or in a motor vehicle;
- transport of the insured goods.

8. What to do in case of a claim/incident?

In the event of a claim: under penalty of forfeiture (except in case of force majeure), the insured must do the following as soon as the aggravated theft or accidental damage to the insured goods is observed:

- in case of aggravated theft, file a report with the competent authorities with 48 hours following discovery of theft of the insured goods;
- declare the claim to the insurer as quickly as possible (date, place, facts and the points listed above). To this end, the Insured should use the 'Purchase insurance - intervention request' form, which he or she can print out from the website www.keytradebank.be. This form must be sent, duly completed and signed, along with the relevant supporting documentation, by email to AXA Assistance: claims-assistance@axa-assistance.com, or by email to: AXA Assistance, Service Remboursements Keytrade Bank VISA Gold, Boulevard du Régent 7, 1000 Brussels.

In the event of a non-compliant delivery, the Insured is assumed to have learned of the offence as of receipt of the delivery or as soon as he or she observes that the delivery is non-compliant.

9. Necessary supporting documentation

The amount of the compensation is calculated based on the following items that the insured must provide to the insurer:

- supporting document identifying the insured goods, the price and date of purchase or delivery (invoice or receipt);
- a copy of the account statement stating the payment of the purchase price for the insured goods using the Credit Card;
- in case of aggravated theft: all supporting documents for the aggravated theft such as the police report and identity of the competent authority, a locksmith's bill, medical certificate or witness statement (written statement, signed and dated by the witness, stating his or her full name and address);
- in case of accidental damage: original of the repair estimate or repair invoice for the insured goods, or vendor or repairer certificate stating the nature of the damage and certifying that the insured goods cannot be repaired.

10. Expert study/amount of refund

AXA Assistance can send an expert or investigator to analyse the circumstances of the claim and estimate the amount of the refund. The insurer can designate an expert or investigator to assess the circumstances of the claim and proceed to



evaluate the amount of the compensation. Any compensation shall be paid by the insurer to the bank account mentioned on the claim form within 30 business days following receipt of all the supporting documents that the insured may submit to the insurer and where necessary the expert's or investigator's report.